

ABSTRACT OF THE DISCLOSURE

A monitoring tool for use with one or more automatic call distributors (ACD) which automatically and continuously polls or queries the ACDs to monitor not only alarm conditions but other conditions, such as agent staffing levels, call answering time, call routing and traffic conditions. Such continuous and automatic monitoring and querying of the ACD in accordance with the present invention is thus able to improve the overall efficiency of such ACDs by improving the service response time of such ACDs. In accordance with one aspect of the invention, the status records of the ACDs maybe directed to a website, for example, on an enterprise Intranet website to enable any of the company representatives with access rights to access the performance of the ACD network from any location. Other data, such as the trunk inventory record keeping system (TIRKS) may also be displayed on the website to facilitate troubleshooting of alarm conditions. Another aspect of the invention is the ability to provide automatic paging for predetermined alarm status condition.